

CLAIMS

What is claimed is:

1 1. A method of entering service requests in a help-desk software system, the method
2 comprising:
3 using a web browser to select a service request from a set of predefined service requests;
4 and
5 creating a case for the service request in the help-desk software system.

1 2. The method of entering service requests in a help-desk software system as defined in
2 claim 1 further comprising, before the creating a case step, seeking an approval for the service
3 request by way of a web based approval system.

1 3. The method of entering service requests in a help-desk software system as defined in
2 claim 2 wherein seeking an approval for the service request by way of a web based approval
3 system further comprises:
4 sending electronic mail to a person responsible for approval of the service request, the
5 electronic mail comprising a link to a web based approval system;
6 selecting one of approval or denial of the request from the web based approval system; and
7 creating a case for the service request in the help-desk software system only if the service
8 request is approved.

1 4. The method of entering service requests in a help-desk software system as defined in
2 claim 1 wherein using a web browser to select a service request from a set of predefined service

3 requests further comprises selecting the service request from the set of predefined service requests
4 using an online shopping cart system.

1 5. A computer system for entry of a service request into a help-desk software program, the
2 computer system having software components comprising:

3 a web based user interface component, and wherein the web based user interface
4 component allows a user to select the service request from a list of predefined service requests;

5 an approval component in data communication with the user interface component, the
6 approval component seeks approval for the service request if required;

7 a help-desk software program that tracks service requests; and

8 a help-desk interface component in data communication with the approval component and
9 the help-desk software program, the help-desk interface component creates cases in the help-desk
10 software program.

1 6. The computer system as defined in claim 5 wherein the web based user interface
2 component is further adapted to allow a user to interactively select and hold service requests from a
3 list of predefined service requests for prospective submission.

1 7. The computer system as defined in claim 5 wherein the approval component is further
2 adapted to seek approval for the service request electronically.

1 8. The computer system as defined in claim 5 wherein the help-desk software program further
2 comprises a Clarify eFront Office software program produced by Amdocs Ltd.

1 9. In a help-desk software environment for tracking service requests, a method of entering a
2 service request comprising:

- 3 accessing a predefined list of available services by way of an internet browser program;
- 4 choosing a first service request from the predefined service list of available services;
- 5 choosing a second service request from the predefined service list of available services; and
- 6 creating a case for each of the first and second service requests in the help-desk software.

1 10. The method of entering a service request as defined in claim 9 further comprising, before
2 the creating a case step, seeking an approval of at least one of the first and second service requests
3 by way of a web based approval system.

1 11. The method of entering a service request as defined in claim 10 wherein seeking an
2 approval of at least one of the first and second service requests by way of a web based approval
3 system further comprises:

- 4 sending electronic mail to a person responsible for approval of the first service request, the
- 5 electronic mail comprising a link to the web based approval system; and
- 6 selecting one of approval or denial of the first request from the web based approval system.

1 12. The method of entering a service request as defined in claim 11 wherein creating a case for
2 each of the first and second service requests further comprises creating a case for the first service
3 request in the help-desk software system only if the first service request is approved in the
4 selecting step.

1 13. The method of entering a service request as defined in claim 12 wherein seeking an
2 approval at least one of the first and second service requests by way of a web based approval
3 system further comprises:

4 sending electronic mail to a person responsible for approval of the second service request,
5 the electronic mail comprising a link to the web based approval system; and

6 selecting one of approval or denial of the second request from the web based approval
7 system.

1 14. The method of entering a service request as defined in claim 13 wherein creating a case for
2 each of the first and second service requests further comprises creating a case for the second
3 service request in the help-desk software system only if the second service request is approved in
4 the selecting step.

1 15. The method of entering a service request as defined in claim 9 wherein the accessing a
2 predefined list of available services, choosing a first service request and choosing a second service
3 request further comprises:

4 viewing at least a portion of the predefined list of available services;

5 interactively selecting and holding the first and second service requests in an online
6 shopping cart; and thereafter

7 submitting the selected first and second service requests.

1 16. A method of entering computer related service requests in a help-desk software case
2 tracking system comprising:
3 selecting a computer related service request from a list of available service requests, the
4 selecting in an online shopping cart format;
5 seeking approval for the computer related service request electronically; and
6 creating a tracking entry in the help-desk software for the selected computer related service
7 if the computer related service is approved.

1 17. The method of entering computer related service requests in a help-desk software case
2 tracking system as defined in claim 16 wherein seeking approval for the computer related service
3 request electronically further comprises:
4 notifying a person responsible for approval of the computer related service request that an
5 approval is required by an electronic mail message; and
6 selecting one of approval or denial of the computer related service request by way of a web
7 based interface.

1 18. The method of entering computer related service requests in a help-desk software case
2 tracking system as defined in claim 16 wherein creating a tracking entry in the help-desk software
3 for the selected computer related service if the computer related service is approved further
4 comprises creating the tracking entry without human assistance.